

# Service Contract Details

## 1. General Terms

- Our contract starts when payment is received and lasts up to 1 year.
  - Customers always have the choice of repairs only or the combination of repairs and hours.
  - If you use up all your repairs and hours, simply re-order another agreement.
  - We charge per test system. The maximum charge is for 4 or more systems.
- Repairs can be converted into hours and hours can be converted into repairs.
  - Our labor rate is \$150 / hour – in blocks of 10 hours.
  - 10 hours can be converted for 1 repair.
  - Don't worry if you use up all of your support hours. We can convert 1 repair to 10 hours, and get you the help you need.
- We discount just about everything by 10% for customers with service agreements.

## 2. Coverage Details

- These modules are always covered: DMM-16, VFIF-16, PAM-16/N, CMM, CPM-N, SCM-BP.
  - We will try our best to service discontinued modules.
  - Repairs not listed above may take up more than one repair or more time.
- Sometimes we have modules for exchange, but this may require extra fees or more than one contract repair.
- Repaired boards are returned with a diagnostic and repair summary report.
- Service Contract customers receive expedited repairs automatically (2 weeks).
- Let us know your preferred shipper and account number.
- We usually respond right away to service requests, but sometimes it takes a day. We work from 9am to 5pm Texas time.
- The best way to reach us is at [support@reedholmsystems.com](mailto:support@reedholmsystems.com).

## 3. Travel Expenses

- We bill this at \$75 per hour, from door to door.
  - We work really hard to estimate how much we need to charge for a customer visit. We will try to combine another customer visit to reduce the cost. We collect this payment before we book travel.
- If you need to change travel dates let us know, because change fees may apply.
- It's no problem to pay by Visa or MasterCard, but there is a 5% fee.